

Dear Hiring Manager:

The accompanying resume is in response to your Advertised Job Vacancy for a General Manager. I hastened to submit my resume for your review. As a highly experienced and motivated manager with more than 33 years of experience, I am prepared to significantly contribute to your goals in this role.

My background includes leading operations, teams, and processes to drive business and guest service success within highly regarded and established corporate business and resort hotels. From training and developing staff to overseeing profit and loss responsibilities and driving sales and marketing efforts, I excel at managing teams, propelling revenue enhancement, and stimulating maximum levels of guest service and satisfaction. With a clear sense of the bottom line merged with a dedication to corporate vision, I have consistently negotiated profitable contracts and implemented marketing campaigns that have triggered increased occupancy and steady growth in average daily rate (ADR).

Highlights of my experience include...

Overseeing facility operations—including revenue management, negotiations, refurbishments / upgrades, and staff recruitment and development 'to optimize hotel performance.

Significantly boosting multimillion-dollar annual revenues through effective sales and marketing techniques while driving outstanding guest satisfaction scores through staff training initiatives.

Receiving numerous awards throughout career tenure in recognition of superior leadership talents and exceptional guest experiences.

Orchestrating capital improvement projects—including construction, improvements, and hotel openings 'to ensure on-time completion while reducing operating expenses.

Demonstrating solid time management, communication, and multitasking skills to excel within fast-paced, customer-facing environments.

My skills in team and operational leadership within the hotel industry have been finely honed, and I am confident my additional strengths will readily translate to your environment. The chance to offer more insight into my qualifications would be most welcome. Thank you for your consideration; I look forward to speaking with you soon.

Sincerely,

Ahmed El Gharib

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AHMED ABDEL SALAM EL GHARIB

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~ HIGH-PERFORMANCE HOTEL/RESORTS OPERATIONS MANAGEMENT PROFESSIONAL ~

Specialty: Hospitality Industry Operations | Operational Efficiency | Pre-Opening/Rebranding Leadership | Cost Optimization | F & B Quality Assurance| Standardization & Compliances

Accomplished, resourceful, hotel management professional and management executive with 33 years of work experience and documented record of strong and decisive leadership in hotel operations management, administrative functions, strategic planning, business development and human resources management in the hospitality sector. Seeking to leverage high degree of enthusiasm, energy, and reliability in the Hospitality (Hotels & Resort) sector in a...

TOP MANAGEMENT POSITION

Broad based skills set encompassing in depth knowledge of all business and operational facets of the hospitality sector. Combines flair for multi-tasking, deadline-sensitivity and leadership skills to achieve bottom line results. Career span enriched with international working experience in KSA.

PROFILE SYNOPSIS:

- ✓ Talent for proactively managing business cycle process, building shareholder value, driving vision, maximize performance, profitability/return on investment and achieving critical strategic goals.
- ✓ Recognized for consistent achievements in budgeted food sales, beverage sales, labor costs and profitability.
- ✓ Track record of success in managing end to end pre-opening and rebranding operations with superior panache.
- ✓ Exemplary inter-personal and communication skills with abilities in implementing accurate standardization procedures, superior quality management and motivational team mentoring.

AREAS OF EXPERTISE

- | | |
|---|---|
| ✓ Hotel Start-Up Operations | ✓ Customer Experience/Guest Satisfaction |
| ✓ Strategic Business Planning | ✓ Cost Optimization |
| ✓ General Administration | ✓ Revenue Generation |
| ✓ Quality Management | ✓ Human Resource Management |
| ✓ Food and Beverages Service Management | ✓ Training and Development |
| ✓ Profit Centre Operations | ✓ Cross-Functional Team Leadership |
| ✓ Budgeting and Forecasting | ✓ Inter-Personal and Communication Skills |

SUMMARY OF ACHIEVEMENTS

As Cluster General Manager – Seagull Hurghada Beach Resort

- ♦ Led key endeavors to achieve pre-set budget targets during a very tough situation.
- ♦ Successfully generated higher revenues and greater customer satisfaction.

As Area Director of Operations – Al Boustan Crown Hotels

- ♦ Instrumental in the successful opened the fourth Hotel with the capacity of 310 rooms.
- ♦ Played a key role in the effective development and implementation of operations concepts.
- ♦ Extended key consultations to interior designer and full support to project management.
- ♦ Achieved pre-set budgets apart from exceeding the expected profit.

As General Manager – Laico Atlantic Hotel

- ♦ With expertise managed the successful Re-opening the Hotel designed as a low-rise resort
- ♦ Played a major role in the overall successful operation of the hotel, applying company standards and ensuring owner returns are met.
- ♦ Championed the establishment of a new state of the art Italian restaurant and all day dining restaurant.

As General Manager – Melia Sharm

- ♦ Instrumental in managing entire operational aspects of the hotel through audit comments review, coordinating with Subordinate Management and implementing audit recommendations.
- ♦ Managed day to day operations facilitating maintenance of high standards of quality and procedures, service and merchandising to maximize profits
- ♦ Implementing and adhering to company operational standards policies relating to efficient Hotel Operation, including maintenance, sales, fire & safety, security, personnel development and quality standards.

As General Manager – Montillon Grand Horizon

- ♦ Led key endeavours to ensure that all departments operate efficiently, and that each outlet is individually profitable in accordance with the standards of the Hotel
- ♦ Instrumental in the successful start-up of extension with 200 rooms up to 710 rooms.

WORK OUTLINE

Cluster General Manager, Hurghada-Egypt

Cluster General Manager – Seagull Hurghada Beach Resort, Oct 2019 till date

Current Responsibilities:

- ✓ Entrusted with heading end-to-end operational aspects ensuring maximization of performance, development, service implementation and improvement for Seagull Hurghada resorts with total 750 rooms.
- ✓ Leading a team to accomplish company goals, quality control and up gradations, budgeting and forecasting, recruitment, training and deployment, P & L accountabilities within tough political situations.
- ✓ Maintaining an excellent relationship with Owning Company.
- ✓ Contributing to the mission and overall success of the hotel by accomplishing performance objectives focused on business revenues, guest, associate satisfaction and effectiveness and efficiencies.
- ✓ Promptly resolving guest complaints and ensuring that superior guest service is delivered by overseeing the guest service function.

Al Boustan Crown Hotels, Kingdom of Saudi Arabia

Area Director of Operations – Al Bustan Crown Hotels, Sep 2018 to Oct 2019

Responsibility Outline: in Charge of 4 properties including new **opening**, Start-up Operations; Hotel Extension Project Management; Budget Target Achievement; Operational Concepts Implementation; P & L Accountability.

Laico Hotels & Resorts, The Gambia-Africa

Hotel General Manager – Laico Atlantic Hotel, May 2016 to Sep 2018

Responsibility Outline: Hotel **Re-Opening** Start-up Operations/Rooms Pre-Opening Management; New Restaurant Establishment; Project Management; Budget Target Achievement; Operational Concepts Implementation; P & L Accountability.

Melia Hotels International, Sharm El Shiekh-Egypt

Hotel GENERAL MANAGER – MELIA SHARM, Jan 2012 till Mar 2016

Responsibility Outline: Hotel **Pre-opening**; Hotel Operations Management; Audit Comments Review and Implementation; Quality and Service Standards Maintenance; Business Development; Fire, Safety and Security Operations

Montillon Hotels Siwss Franchise , Hurghada-Egypt

Hotel General Manager – Montillon Grand Horizon, Nov 2009 to Jan 2012

Responsibility Outline: **Rebranding** and adding extension 200 rooms plus Hotel Operations Management; Service Operations; Hotel Profitability Improvement.

PREVIOUS ASSIGNMENTS

- ✓ Sunrise Hotel & Resorts, Executive Assistant Manager, Jun 2008 to Nov 2009 (Opening)
- ✓ Baron Hotels & Resorts, Resident Manager, Sep 2007 to Jun 2008
- ✓ Sunrise Hotels, Executive Assistant Manager, 2004 to 2007
- ✓ Conrad International, Director of Food & Beverage, 2001 to 2004
- ✓ Red Sea Hotels, Food & Beverage Manager, 1997 to 2001 (Opening)
- ✓ Riyadh Marriott Hotel, Restaurant Supervisor, 1991 to 1997
- ✓ Cairo Marriott Hotel, Restaurant Waiter, 1986 to 1991

CREDENTIALS

- ✓ Master's Degree in Hospitality, E Cornell University Online Certificate, 2010
- ✓ Hotel Management, American Hotel & Lodging Association, 2009
- ✓ Bachelor's Degree in Accounting, Ain Shams University, Cairo, Egypt, 2004

Certifications:

Management Awareness Program; P&L Management and profitability Improvement; Operation Statement & Cost Analysis; FTO (Travel Foundation Responsible); Team Building and Empowerment; Developing Selling and Marketing Strategies; Professional Management Leadership & HR; Advanced computer and communication skills; Total Quality Management; Kitchen Hygiene – Food Safety Risk Management

Date of birth: 31st July 1971~**Languages Known:** Arabic, English and German (Basic)

Address: Baron City - El Kattamya, Cairo, Egypt

Geographical Performance to All Countries With My Kindest Personal Regards

References Available upon Request